

## **Catawba County Emergency Medical Services Health Insurance Portability and Accountability Act Policy and Procedure**

### **Access, Inspection, and Copy PHI**

- Patients have the right to access their PHI to inspect or copy the information for as long as the PHI is maintained by Catawba County EMS.
  - Forms to complete these tasks will be maintained in the office of the records custodian.
  - Request forms to access, inspect, and copy can be obtained in person at the office of the records custodian. Request forms may also be mailed or faxed upon request.
  - After requests are submitted access will be granted within 30 days unless the request is denied for legal reasons.
    - If the request is **approved** the requestor may access, inspect or copy his/her PHI at the office of the records custodian. PHI may be mailed to the requestor's address listed on the form. PHI may not be faxed.
    - If the request is **denied** a limited explanation of the denial should be sent to the requestor. The date "The letter of denial" is sent should be recorded in the office of the records custodian.
  - The privacy officer will approve or deny the request based on the law.